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Atty Docket No. 020366-043100

PTO FAX NO.: (703) 872-9306
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OFFICIAL Group Art Unit 2178

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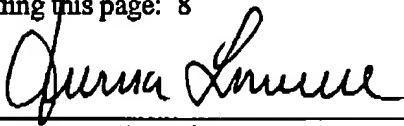
I hereby certify that the following document(s) in re Application of Russ L. Albert, et al., Application No. 09/001,643, filed December 31, 1997 for INTERNET-BASED DATABASE REPORT WRITER AND CUSTOMER DATA MANAGEMENT SYSTEM is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Document(s) Attached

1. Transmittal Form (1 page)
2. Amendment (6 pages)

Number of pages being transmitted, including this page: 8

Dated: April 20, 2004


Aurora Lowell, Assistant to
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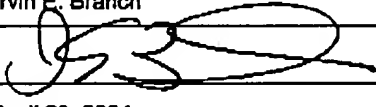
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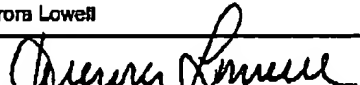
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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>		Application Number	09/001,643
		Filing Date	December 31, 1997
		First Named Inventor	Albert, Russ L.
		Art Unit	2178
		Examiner Name	Cong Lac T. Huynh
Total Number of Pages in This Submission	1	Attorney Docket Number	020368-043100

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.63	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Return Postcard
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Firm or Individual	Townsend and Townsend and Crew LLP Irvin E. Branch Reg. No. 42,358
Signature	
Date	April 20, 2004

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PATENT
Attorney Docket N. : 020366-043100

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By: Aurora Lowell
Aurora Lowell

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Russ L. Albert, et al.

Application No.: 09/001,643

Filed: December 31, 1997

For: INTERNET-BASED DATABASE
REPORT WRITER AND CUSTOMER
DATA MANAGEMENT SYSTEM

Customer No.: 20350

Confirmation No. 6919

Examiner: Cong Lac T. Huynh

Technology Center/Art Unit: 2178

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed January 20, 2004, please enter the
following remarks.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.